August 1999

Dear EDExpress Users:

This letter announces the availability of the EDExpress Service Release for Version 5.3. This release has been issued in the form of a patch file (.DLL patch) which will overwrite specific .DLL files on your PC workstation(s) to resolve incorrect Direct Loan and Pell import error messages occurring in the initial release of Version 5.3 (v5.3).

The two issues resolved by this patch file are:

1) If you attempt to import a large number of records into the Direct Loan module, you may receive an "Out of Memory" or "Can't open any more tables" error. The actual number of records necessary to trigger one of these errors will vary depending on your available system resources. This problem is caused by a memory leak during Direct Loan imports.

2) EDExpress is also generating batch integrity errors when importing Pell Origination acknowledgement files for more than 175 records or Pell Disbursement acknowledgements for more than 97 records. Once the patch file is installed, you will be able to import these files and any future acknowledgement files for any number of Pell Origination and/or Disbursement records.

We have addressed the following items in this letter:

- Procedures for installing the .DLL patch if EDExpress v5.3 is already installed on your system, and
- Procedures for installing the .DLL patch if you are installing EDExpress for the first time.

What You Should Do

1. Review the information in this letter, and
2. Use the instructions to install the EDExpress Service Release for v5.3 on your system.

If You Need Further Information

The EDExpress Customer Service staff of the Central Processing System (CPS) can handle all of your EDExpress for Windows questions regarding:

- Installation issues,
- Software problem resolution,
- Software functionality, and
- Technical assistance.

You can reach CPS Customer Service Monday – Friday, 7:00 a.m. – 7:00 p.m. (Central Time), at **800/330-5947**. You may also email inquiries, comments, or suggestions 24 hours a day to **CPS@NCS.COM**. A representative will respond within 24 hours.

Sincerely,

CPS Customer Service

EDExpress Service Release for Version 5.3

The EDExpress Service Release for Version 5.3 will overwrite specific .DLL files on your PC workstation(s) to resolve Direct Loan and Pell import errors occurring in the initial release of Version 5.3.

.DLL Patch Installation

EDExpress Service Release for v5.3 is a self-extracting patch file that will guide you through the installation process. If you have Version 5.3 installed in a network environment, install the patch on every workstation used to access your networked EDExpress database. This procedure will not affect your EDExpress database, so no data will be lost as a result of the patch installation.

Installing the .DLL patch to a Stand-alone/Workstation PC Computer with EDExpress 5.3 already installed

To install the patch on a stand-alone computer or workstation:

1. Turn on your computer and start Microsoft Windows.

2. Insert the EDExpress Service Release for v5.3 Diskette in your diskette drive.

3. Select **Start** from the Task bar.

4. Select **Run** from the Start menu.

5. Type **a:setup** at the command line and click OK.

6. Once launched, the self-extracting file will guide you through the installation process.

Installing the .DLL patch to a Stand-alone/Workstation PC Computer if installing EDExpress 5.3 for the first time

1. You must have EDExpress 5.3 installed on your system before you can install the .DLL patch. If you have questions regarding the installation of Version 5.3 please consult your 1999-2000 EDExpress Installation Guide. Once you have installed EDExpress Version 5.3 on all your PCs follow steps 2-6 below.

2. Insert EDExpress Service Release for v5.3 Diskette in your diskette drive.

3. Select **Start** from the Task bar.

4. Select **Run** from the Start menu.

5. Type **a:setup** at the command line and click OK.

6. The self-extracting file will guide you through the installation process.